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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/477,991	01/05/2000	BRYCE A. JONES	1264	1039

28004 7590 06/03/2004  
SPRINT  
6391 SPRINT PARKWAY  
KSOPHT0101-Z2100  
OVERLAND PARK, KS 66251-2100

EXAMINER

BURGESS, BARBARA N

ART UNIT PAPER NUMBER

2157

DATE MAILED: 06/03/2004

11

Please find below and/or attached an Office communication concerning this application or proceeding.

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# Office Action Summary

Application No.

09/477,991

Applicant(s)

JONES, BRYCE A.

Examiner

Barbara N Burgess

Art Unit

2157

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 26 March 2004.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

4) ☒ Claim(s) 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, 141-145 is/are pending in the application.

4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.

5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.

6) ☒ Claim(s) 1,2,5-15,18-28,31-49,52-69,72-89,92-108,111-123,126-138 and 141-145 is/are rejected.

7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.

8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All b) ☐ Some \* c) ☐ None of:  
1. ☐ Certified copies of the priority documents have been received.  
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

Continuation of Disposition of Claims: Claims pending in the application are 1,2,5-15,18-28,31-49,52-69,72-89,92-108,111-123,126-138 and 141-145.

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### **DETAILED ACTION**

This Office Action is in response to Request for Continuation Examination (RCE) filed March 26, 2004. Claims 3-4, 16-17, 29-30, 50-51, 70-71, 90-91, 109-110, 124-125, and 139-140 have been cancelled as requested by Applicant. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are presented for further examination.

### ***Claim Rejections - 35 USC § 102***

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al. (hereinafter "Goss", 6,493,447 B1).

As per claims 1, 14, 27, Goss discloses a method for processing a web call comprising:

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- Receiving a call request message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58);
- Identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate (column 2, lines 1-2, 36-38, 52-55, column 3, lines 50-55, column 4, lines 18-21, column 5, lines 65-67, column 6, lines 1-11, 27-40, 45-50, 62-65, column 7, lines 1-10, 16-17, 26-27, 56-57, column 12, lines 31-37, 43-50, 54-60, column 13, lines 7-9, 31-35);
- Generating and transmitting a routing instruction to route the web call to the web call center resource (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35).

As per claims 2, 15, 28, 49, 69, 89, 108, 123, 138, Goss discloses wherein the call request message is a Get document request in Hyper Text Transfer Protocol (column 5, lines 5-10, column 6, lines 12-25, 34-40, column 7, lines 33-39, column 10, lines 60-65, column 12, lines 31-35, 60-64).

As per claims 5, 18, 31, 52, 72, 92, 111, 126, 141, Goss discloses wherein identifying web call center resource is further based upon caller-entered information (27-60).

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As per claims 6, 19, 32, 53, 73, 93, 112, 127, 142, Goss wherein identifying web call center resource is further based upon an Internet Protocol address (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 7, 20, 33, 54, 74, 94, 113, 128, 143, Goss wherein identifying web call center resource is further based upon a domain name (column 6, lines 1-11, 45-50, 56-65, column 7, lines 19-25, 32-40).

As per claims 8, 21, 34, 55, 75, 95, 114, 129, 144, Goss wherein identifying web call center resource is further based upon a time of day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 9, 22, 35, 56, 76, 96, 115, 130, 145, Goss wherein identifying web call center resource is further based upon a day (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 10, 23, 36, 57, 77, 97, Goss wherein identifying web call center resource is further based on the least busy agent (column 5, lines 41-44, column 7, lines 1-3).

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As per claims 11, 24, 37, 58, 78, 98, Goss wherein identifying web call center resource is further based on the least congested route (column 5, lines 41-44, column 7, lines 1-3).

As per claims 12, 25, 38, 59, 79, 99, Goss wherein identifying web call center resource is further based on the class of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claim 13, 26, 39, 60, 80, 100, Goss wherein identifying web call center resource is further based on the quality of service (column 7, lines 65-67, column 8, lines 1-3, 11-18, column 9, lines 30-40, column 13, lines 7-14).

As per claims 40, 61, 81, Goss discloses a method of queuing a web call comprising:

- Receiving a call request message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58);
- Determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available based upon information stored in a cookie or based upon information stored in a digital certificate (column 5, lines 40-45, 65-67,

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column 6, lines 1-11, 27-33, 45-51, 61-65, column 7, lines 1-10, column 12, lines 32-37, 43-50, 54-59, column 13, lines 7-10, 31-36);

- Transferring a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable (column 1, lines 19-22, column 5, lines 1-3, column 7, lines 5-7, column 8, lines 15-18, column 9, lines 14-20, column 10, lines 28-30, column 13, lines 40-57).

As per claims 41, 62, 82, discloses wherein the web call indicator comprises the call request message (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58).

As per claims 42, 63, 83, discloses wherein the web call indicator comprises the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58).

As per claims 43-44, 64, 84, discloses further comprising arranging an order in the web queue by priority (column 23, lines 6-67, column 24, lines 1-17).

As per claims 45, 65, 85, discloses wherein the priority comprises first in first out (column 23, lines 6-67, column 24, lines 1-17).

As per claims 46, 66, 86, discloses wherein the priority comprises last in first out



As per claims 47, 67, 87, discloses wherein the priority comprises a priority level (column 23, lines 6-67, column 24, lines 1-17).

As per claims 48, 68, 88, Goss discloses:

- Identifying a web call center resource in response to the determination that the web call center resources is available (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35);
- Generating and transmitting a routing instruction to route the web call from the web queue to the web call center resource (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35).

As per claims 101, 116, 131, Goss discloses a method of providing a web service application to a web call comprising:

- Receiving a call request message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58);
- Identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate (column 4,

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lines 37-48, column 5, lines 15-18, 65-67, column 6, lines 1-11, 14-20, 27-33, 45-51, 61-65, column 7, lines 1-10, 30-40, column 8, lines 56-63, column 12, lines 32-40, 44-65, column 13, lines 7-10, 31-36, column 16, lines 13-15, column 22, lines 36-38);

- Generating and transmitting an instruction to provide the web service application to the web call (column 2, lines 1-2, 36-38, 52-55, column 4, lines 18-21, column 6, lines 36-40, 45-47, 62-65, column 7, lines 1-5, 16-17, 26-27, 56-57, column 12, lines 57-59, column 13, lines 31-35).

As per claims 102, 117, 132, discloses wherein the web service application comprises providing a message for the web call (column 1, lines 62-64, column 2, lines 36-38, column 4, lines 17-19, 23-25, column 6, lines 16-18, column 8, lines 11-13, column 12, lines 56-58).

As per claims 103, 118, 133, discloses wherein the web service application comprises an interactive application (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63, column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 104, 119, 134, discloses wherein the interactive application comprises selecting a language preference (column 4, lines 37-48, column 5, lines 15-18, column

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6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63, column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 105, 120, 135, discloses wherein the interactive application comprises servicing a customer account (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63, column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 106, 121, 136, discloses wherein the interactive application comprises shopping (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63, column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

As per claims 107, 122, 137, wherein the interactive application comprises providing product or service information (column 4, lines 37-48, column 5, lines 15-18, column 6, lines 14-20, column 7, lines 30-40, column 8, lines 56-63, column 12, lines 32-35, 38-40, 47-65, column 16, lines 13-15, column 22, lines 36-38).

### ***Response to Arguments***

**The Office notes the following arguments:**

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(a) Goss does not disclose a cookie or digital certificate to identify a web call center resource, determine whether any web call center resource is available, or identify a web service application.

3. Applicant's argument has been fully considered but is not persuasive.

**In response to:**

(a) Goss explicitly discloses the user being authenticated. The customer must be setup with a user profile, which contains the customer's user id, password, and any other data needed by the service. The customer identifier is added to the call-back request and is used to determine a qualified agent to handle the call-back request. If the qualified agent is available, the agent then handles the call-back. Also, Goss undoubtedly teaches the web server maintaining a session with the customer using cookies. This enables the web server to identify the customer for the purpose of matching the call-back request to a qualified agent (column 5, lines 65-67, column 6, lines 1-11, 27-33, 45-51, 61-65, column 7, lines 1-10, column 12, lines 31-37, 43-49, 55-59, column 13, lines 7-10, 31-36).

***Conclusion***

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

U.S. Patent No. 6,496,931

U.S. Patent No. 5,958,014

U.S. Patent No. 6,233,565

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U.S. Patent Application Publication US2001/0044822

U.S. Patent Application Publication US2003/0041094

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Barbara N Burgess whose telephone number is (703) 305-3366. The examiner can normally be reached on M-F (8:00am-4:00pm).


If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (703) 308-7562. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and (703) 872-9306 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-3900.

Barbara N Burgess  
Examiner  
Art Unit 2157

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May 24, 2004

  
ARIO ETIENNE  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2100